

Ruth I. Beckius  
#3 High Pont Cove  
Little Rock, AR 72205

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AUG 16 2005

Public Works Admin.  
Director's Office

Saturday, August 13, 2005

Steve Haralson, P.E.  
Director of Public Works  
PUBLIC WORKS DEPARTMENT  
701 West Markham  
Little Rock, AR 72201

Dear Mr. Haralson:

Ms. Linda Lainier really helped me out of a frustrating situation. I'd like to commend both her work and your department for the help I've received.

I had attempted on many occasions to have the city clear an appropriate line-of-sight for drivers crossing at the intersection at Chenal Parkway & Pride Valley Drive in Little Rock, where many accidents have occurred. Much to my frustration, action was never taken until Ms. Lainier interceded on my behalf such that a clear line-of-sight was cut, thus making the intersection much safer for all drivers.

Ms. Lainier called me, not once but several times, to make sure that I was getting the answers and action required making the intersection safe for passage. On one occasion she spent more than ten minutes on the telephone with me to help me sort out a problem that was eventually solved.

I write this letter of commendation to inform you of the excellent services provided me and my neighborhood by the professional and personal attention afforded me by Ms. Lainier. Her assistance with the matter proved effective and is very much appreciated.

With all best wishes.

Sincerely,

*Ruth Beckius*

Ruth I. Beckius

P.S. - Also please put a copy  
of this in Linda's personnel file.

*[Signature]*

Eric - please  
let Linda know  
how much I  
appreciate her &  
her always good  
customer service.

*[Signature]*